SuccessFactors
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Dashboards & Reports Training

Before We Get Started

- To minimize the web meeting dashboard

Click the arrow to minimize or maximize as necessary

- Remember to mute your lines when possible; if you do not have mute on your phone, click *6 on your phone, to un-mute, click #6
- Please do not put your phone on hold during the session
- Engage and ask questions as often as necessary

About the Session Today

- You should have received a copy of the presentation, if you have not, please e-mail me at ldurnin@successfactors.com
- We hope to give you a solid introduction to Reporting
- You will not be an expert
- You can and should get more help after this session if you have questions:
  - If you are implementing, contact your Professional Services Consultant
  - If you are already implemented, contact your Customer Success Team

Agenda

- Dashboards
- Filtering Your Information
- Analytics
- Detailed Document Search

Dashboards

- Consolidation of chart-reports across a general topic
- Target Audience:
  - Executives
  - Managers with Direct Reports
  - HR Representatives
  - Administrators
  - Users with detailed reporting rights

Analytics

- One-stop shop for all reports in the system
  - List Views
  - Spotlight Views
  - Spreadsheet Reports
  - Classic Reports
- Target Audience:
  - Different reports based on permissions
  - Those few people in an organization who need more detailed reporting information

Dashboards and List Views

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What are Dashboards?

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- Dashboards offer a one-page view of charts, graphs (which we call Portlets) that address specific questions about your organization
- Currently, there are 39 portlets addressing a range of topics
- All Dashboards can be found via the Dashboards tab

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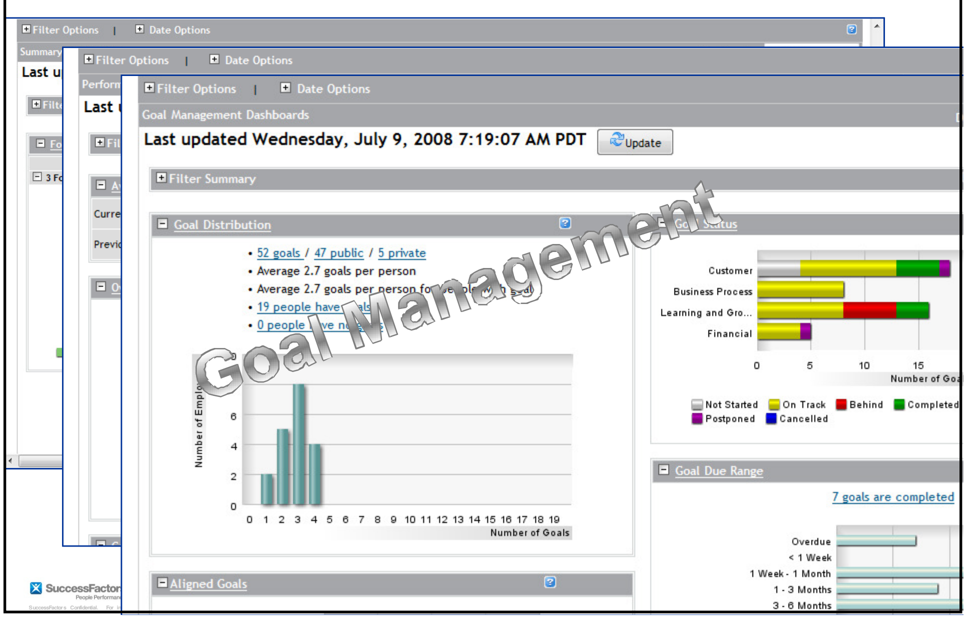
Pre-Defined Dashboards

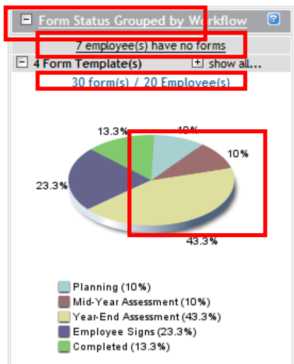
- Three ready-to-use Dashboards
  - Summary
    - Gives a quick overview of information about process, performance and goals of your organization
  - Performance
    - Focuses on the performance and evaluation of your employees
  - Goals Management
    - Provides on the completion status, timeliness, and alignment of your corporate goals

Summary, Performance, and Goal Dashboards



Portlet Detail Drill

- Dashboards are comprised of individual portlets. Each portlet contains a chart, graph, or data about a specific topic. All portlets have the ability to drill into a List View to see the detailed information behind the chart.



- You can click on the **title bar** to get all of the data behind the chart
- Sometimes there are **links** available with specific data
- You can click a **section** of the chart, to get at the data behind that specific section

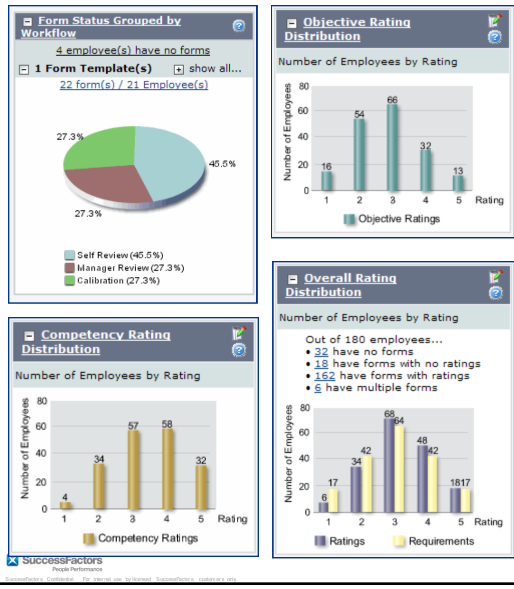
What are List Views?

- List views are the detail behind the charts
- 4 Types: Form, Objective, Competency/Behavior, Employee
- Are in a table-format and accessible by:
  - Drilling on a chart in the dashboard;
  - Selecting a list view chart from the Reports Tab
- Include Configurable Display Options so you can choose what you see
- Can be saved for quick future access
- Can be exported to excel for further analysis

Items per page: 10 Showing 1-10 of 13 |<<First <Prev 1 2 Next> Last>>|

Employee Name	Form Title	Form Template	Current Step	Completion Status	Due Date	Past Due/Not
Dorris Douglass	Performance Review for Dorris Douglass	Performance Review	Year-End Assessment	In Progress	12/01/2008	Not Yet Due
Harry Wilson	Performance Plan for Harry Wilson	Performance Review	Year-End Assessment	In Progress	01/15/2008	Past Due
Harry Wilson	Performance Review for Harry Wilson	Performance Review	Year-End Assessment	In Progress	12/01/2008	Not Yet Due
Henry Fitch	Performance Plan for Henry Fitch	Performance Review	Year-End Assessment	In Progress	01/15/2008	Past Due
Jennifer Lo	Performance Plan for Jennifer Lo	Performance Review	Year-End Assessment	In Progress	01/15/2008	Past Due
Marcus Q. Hoff	Performance Review for Marcus Q. Hoff	Performance Review	Year-End Assessment	In Progress	11/30/2008	Not Yet Due

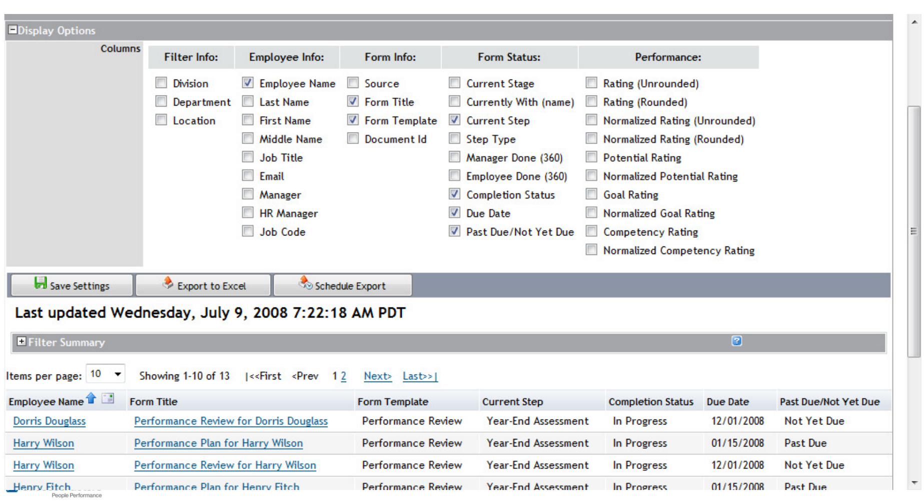
Form Status Portlets



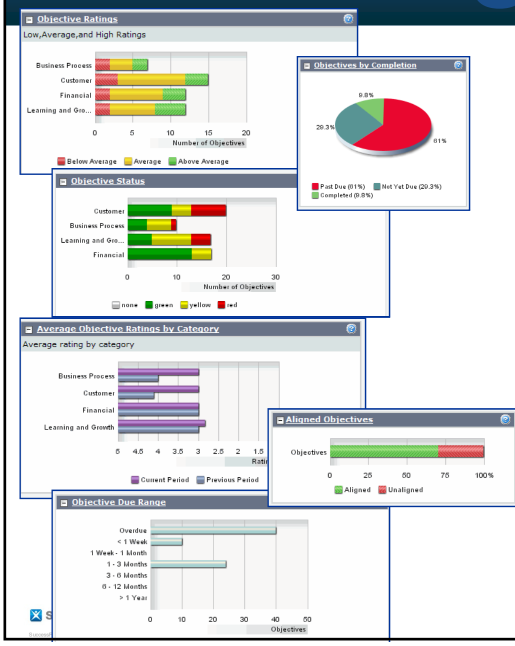
- Form status portlets display information about and from different form templates
- Monitor the progress of forms and get detail about forms at each stage
- See roll up views of ratings which are entered into forms
- Get an overview of how your team is being evaluated
- Get the detail behind all of these charts by drilling into the Form List View

Form List View

- Gives managers and process owners detailed information about form ratings and status across the organization



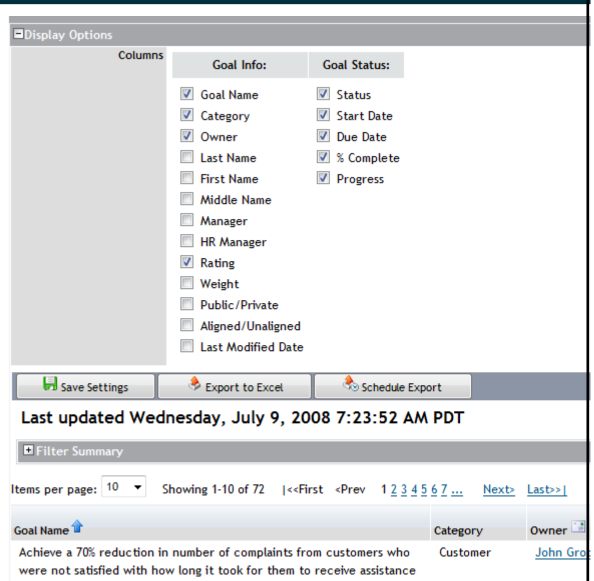
Objective Portlets



- Objective Portlets give insight into how well a team is accomplishing their goals
- These portlets focus on the average ratings and aggregate statuses across a team
- Drilling into any of these portlets will go into the Objective List View to show the supporting details for these charts

Objective List View

- Provides detailed insight into the organization’s goals and can be sorted for example by:
  - Category
  - Percent complete
  - Goal Name
  - Status
  - Progress
  - Alignment
  - Start and Due Dates
  - Ratings



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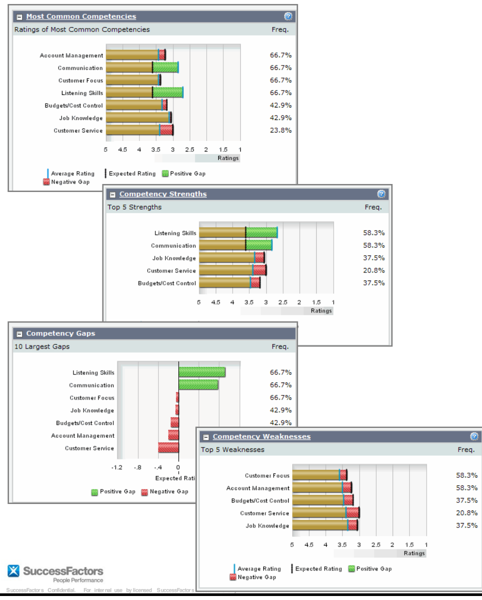
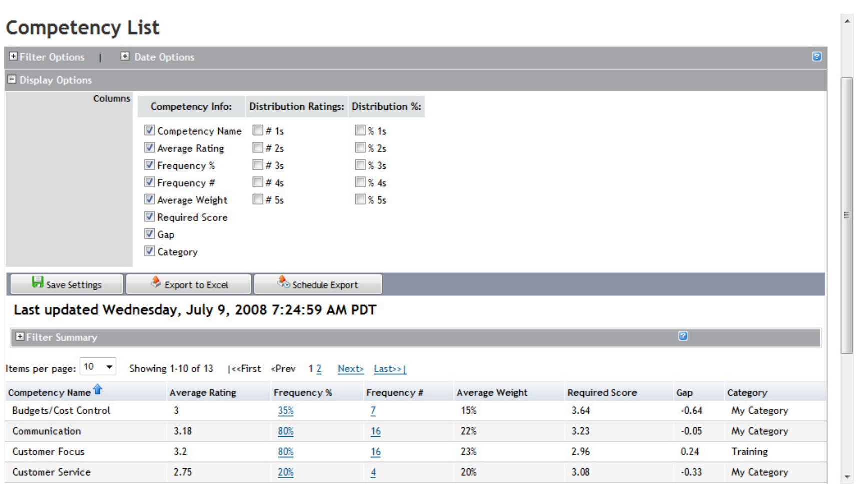
Competency Portlets



- Competency related portlets give insight into how a team is performing
- These portlets focus on the average ratings across a team to reveal the strengths and weaknesses of an organization
- Drilling into any of these portlets will go into the Competency List View to show the supporting details for these charts

Competency/Behavior List View

- Offers managers a detailed view into their team's performance on specific competencies or behaviors

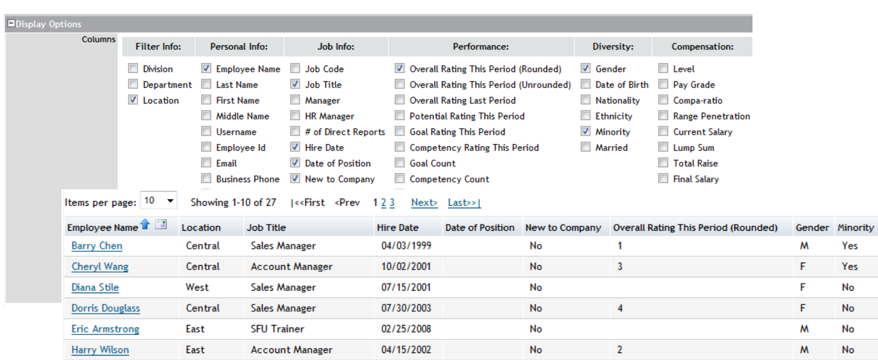


Employee Portlets

- Employee Portlets give roll-up information about how your team is performing on an individual and aggregate level
- Drilling into any of these portlets will go into the Employee List View to show details to support the data in these charts

Employee List View

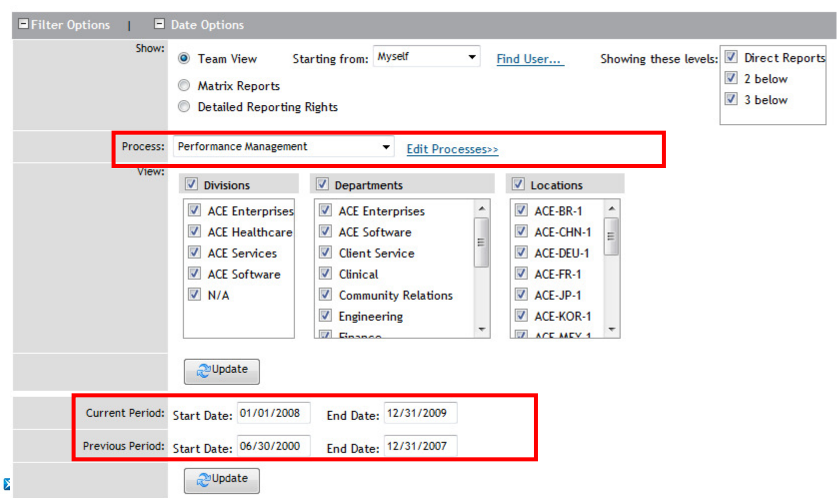
- Shows detailed information about each user, such as personal and job information, performance, and data from other system capabilities—compensation, succession and live profile



Filtering Your Information

Filter Options: Source and Date Ranges

- Available at the report/dashboard level and used to select a reporting role and/or narrow the number of results returned by the data outputs

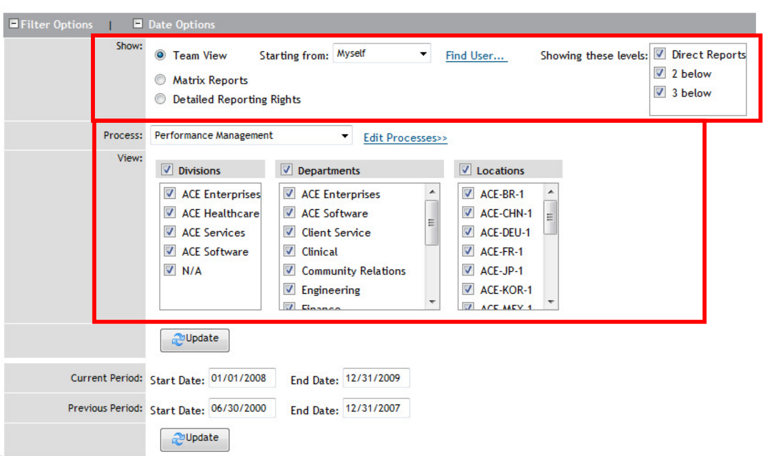


Line of Sight

- Dashboards, List Views and Spotlight Views utilize an advanced filtering model to allow you to see data based on user's role
  - Managers see everyone in their team, from their direct reports all the way down their management hierarchy.
  - HR Representatives will be able to view everyone within their specific client group or business unit
  - Matrix Management allows managers to see everyone they have Matrix reporting rights over
  - Specific additional access given to user by an Administrator
    - Detailed Reporting Rights are advanced settings to allow specific users to see across Divisions, Departments and Locations

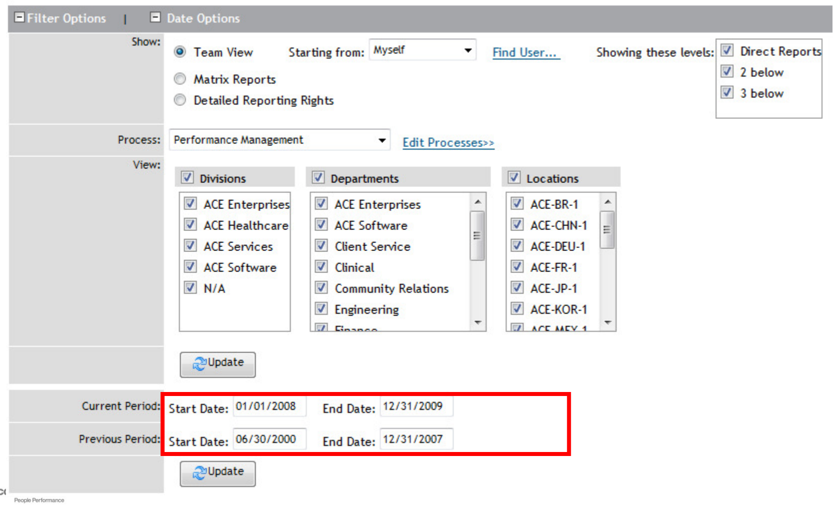
Filter Options: Line of Sight

- Available at the report/dashboard level and used to select a reporting role and/or narrow the number of results returned by the data outputs



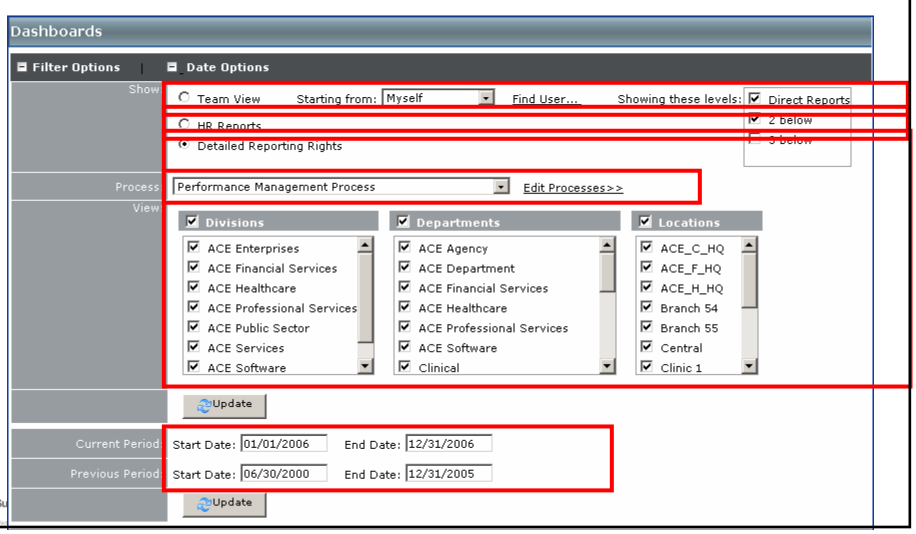
Date Options

- Used to specify which forms to include in the data for the report

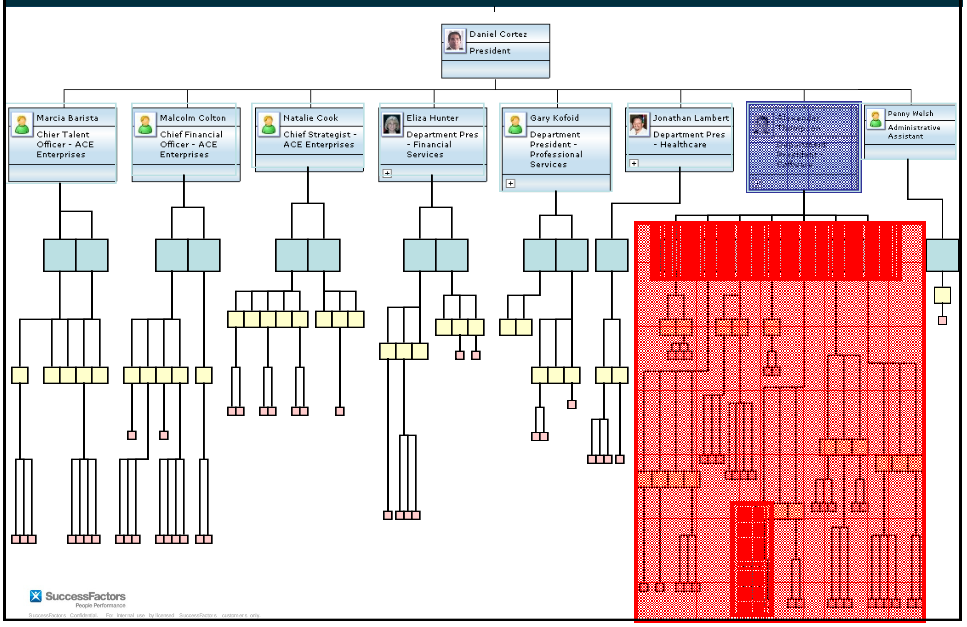


All Filter Options

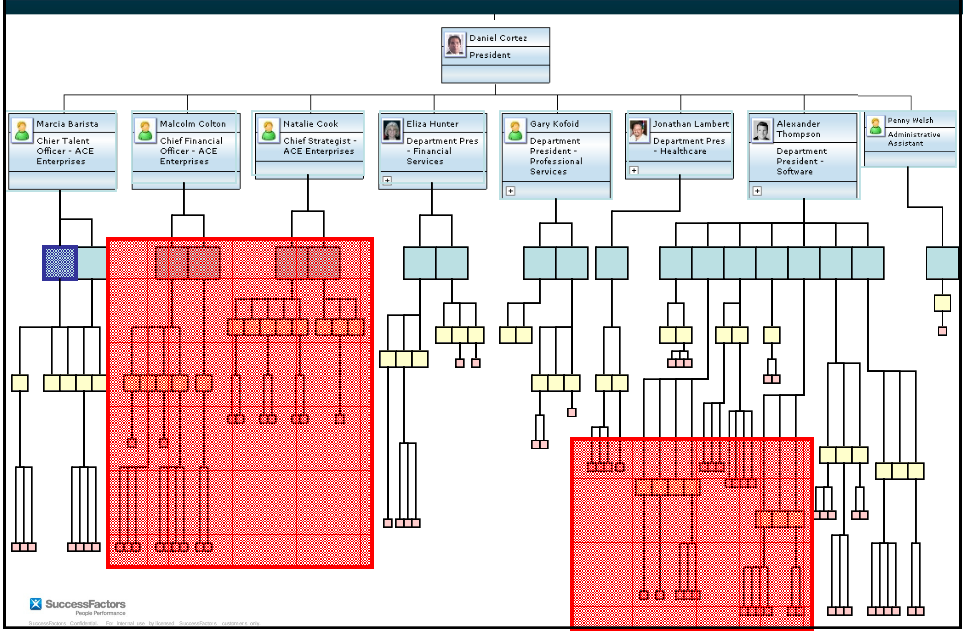
- Used at the report/dashboard level and can be combined to narrow and pin-point the specific data outputs



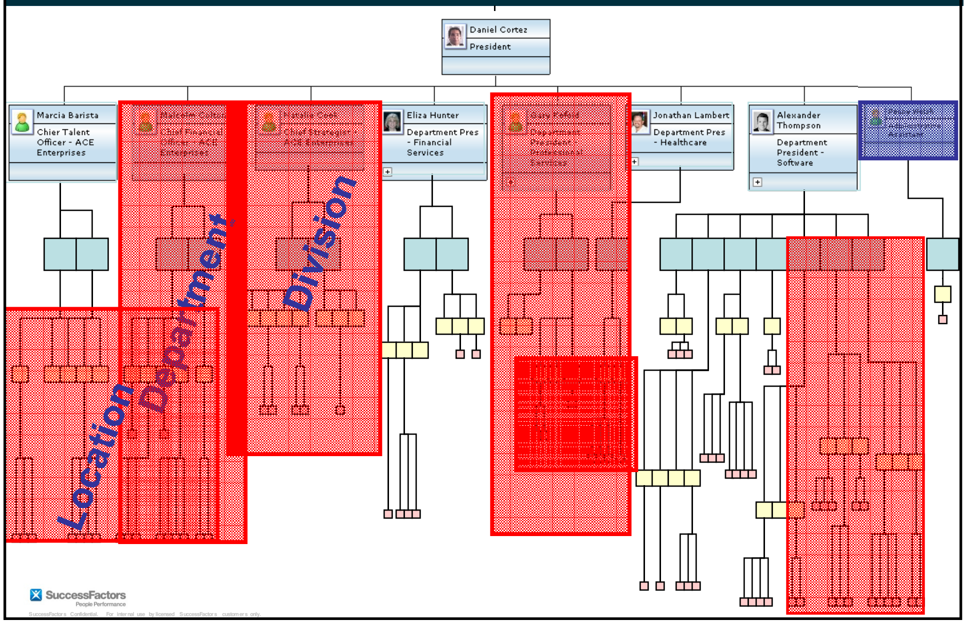
Example: Manager with a 164 member team



Example: HR Rep with 48 member client group



Example: Admin with Detailed Reporting Rights



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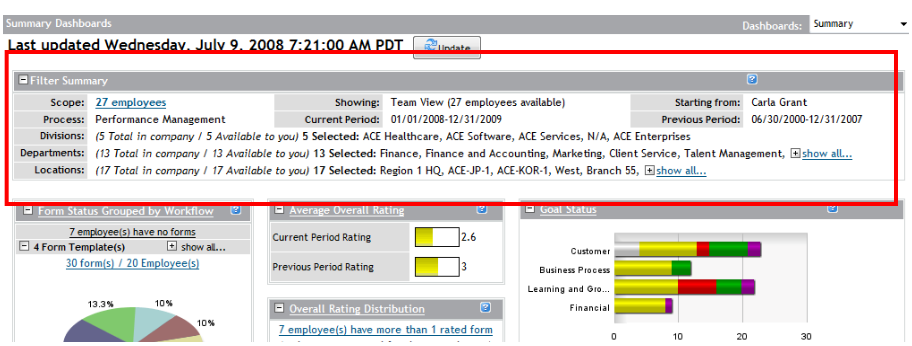
Filter Summary

- Available on every Dashboard and List View as a quick way to identify exactly what data is being included on the report
- Separate function from the Filter and Date options to indicate exactly who and what is being captured in each report



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Important Information Regarding Dashboard Data

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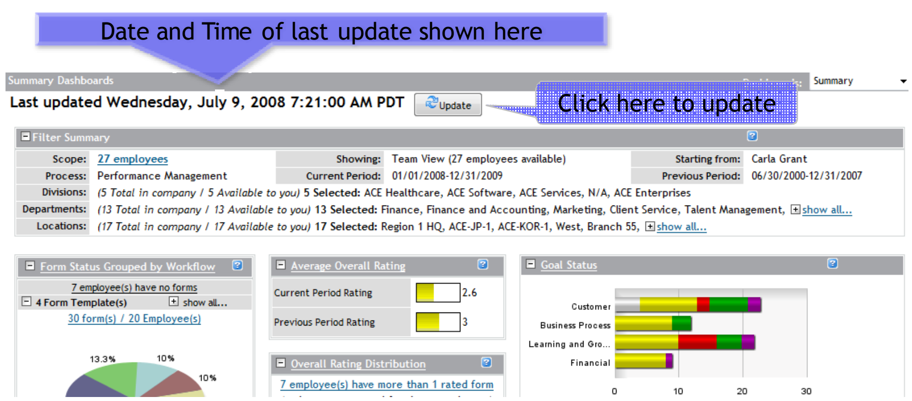
On Demand Data Updates in Dashboards



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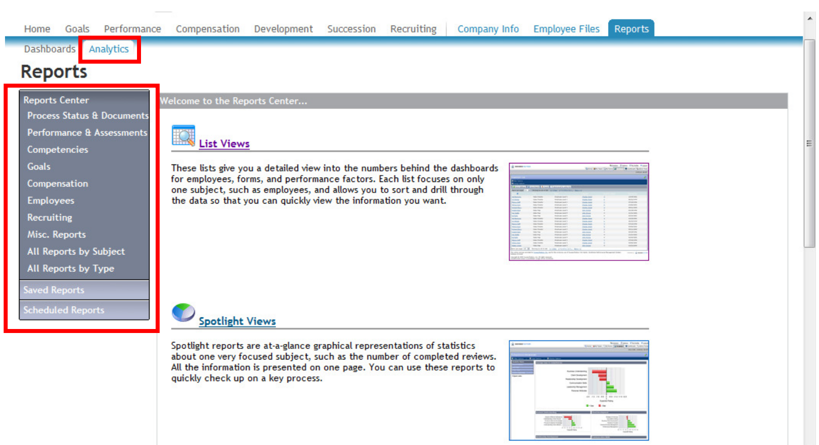
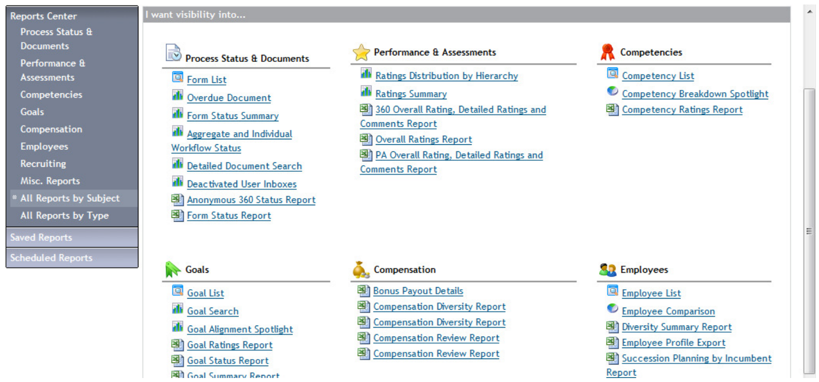
Analytics

Analytics Tab



- The Reports Center allows you to access all of the reports in a single place.
- We offer reports about all of the topics listed in several different formats: List Views, Spotlight Views, Spreadsheet Reports and Classic Reports.

Reports Center



- The Reports center offers a variety of ways to display the reports in the system.
  - By category
  - By type
  - Or all reports by subject or type

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4 Types of Reports

- List Views (real time reports)
  - Integrated with Dashboards
- Spotlight Views (real time reports)
  - At-a-glance graphical statistics about one very focused subject
- Spreadsheet Reports (batched reports)
  - Excel Pivot Table workbooks
- Classic Reports (batched reports)
  - Original reporting in SuccessFactors which allows you to run ad hoc queries on a myriad of topics and extract the data into Excel

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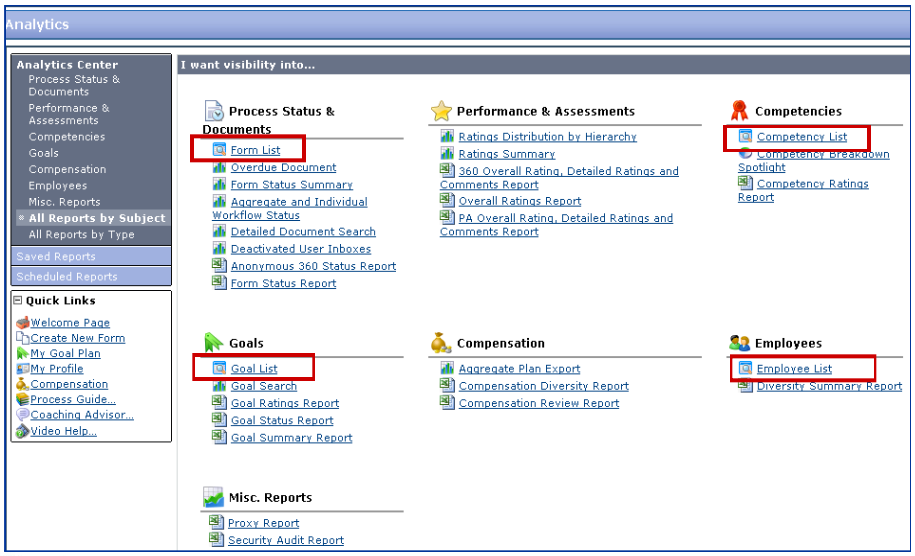
List Views



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List Views: Key Components

- List Views are reports in a standard table format to give you a detailed view into the numbers behind the dashboards for employees, forms, and performance factors
  - FourList Views Available: Form List, Objective List, Competency/Behavior List, and Employee List
  - Powerful Filter Options allow you to narrow your query to the people and/or forms that you want to see
  - Configurable Display Options allow you to set up and select additional data columns for the people/forms you are viewing in the List View
  - Save Report Settings so you can easily retrieve the filter and display options you had set in a prior session
  - Export to Excel allows you to do further analysis on the data provided

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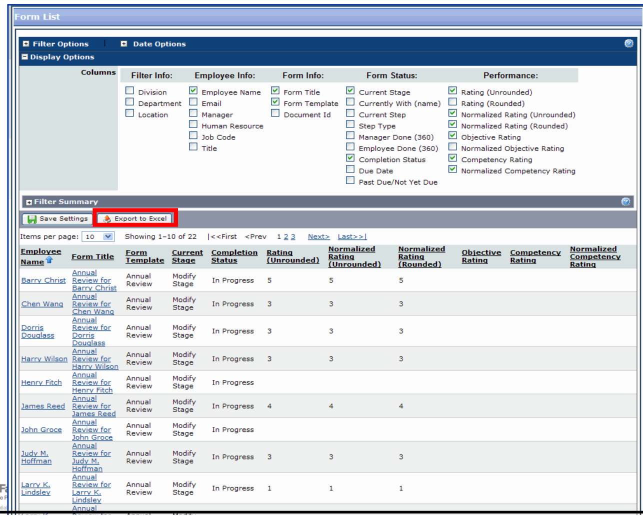
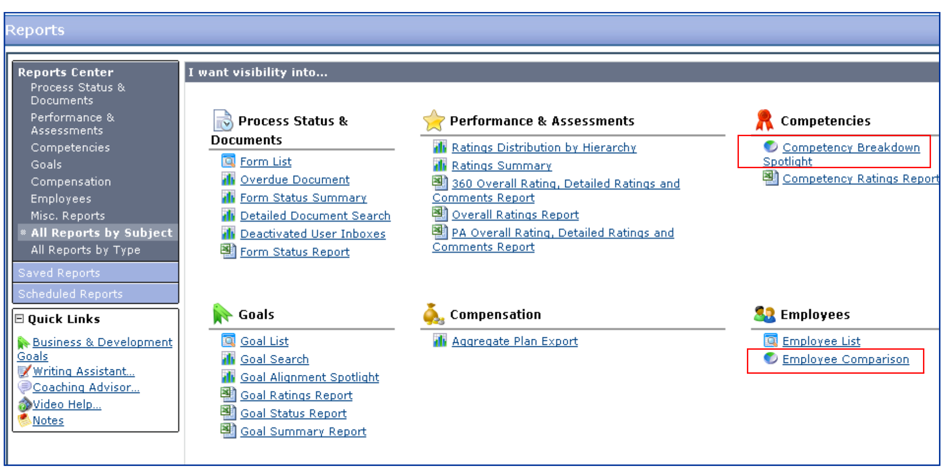
List Views: Export to Excel

- List View reports can be Exported to Excel easily simply by clicking Export to Excel button



Spotlight Views

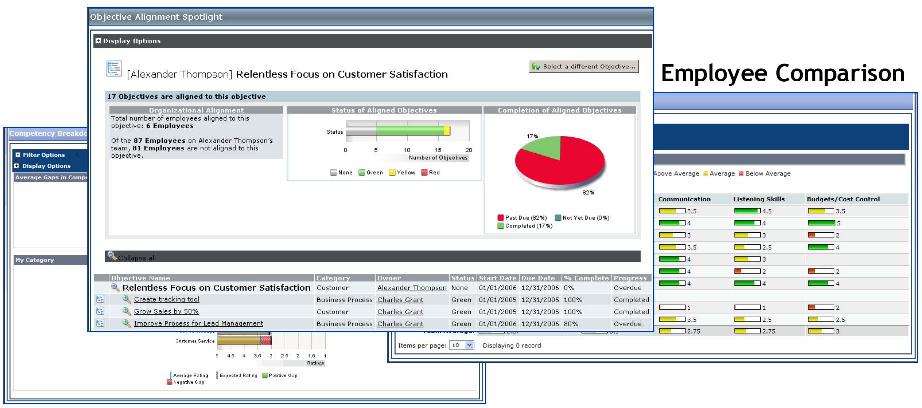


Spotlight Views: 3 Reports Available

- All the information is presented on one page
- You can use these reports to quickly check up on a key process

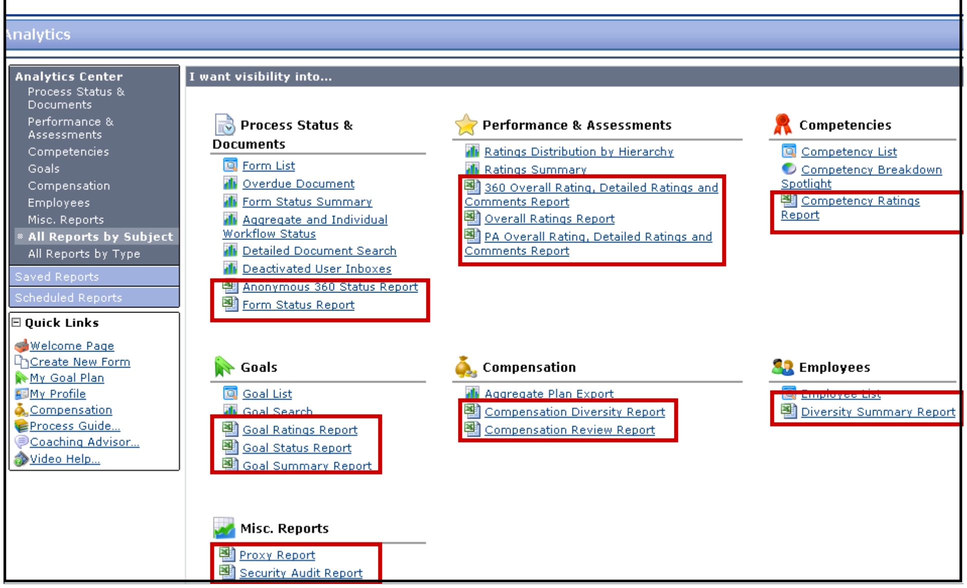
Goal Alignment

Employee Comparison



Competency Breakdown

Spreadsheet Reports



Spreadsheet Report Example: Overall Ratings Report Menu

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Linda Itskovitz

Workforce Performance Management - Overall Ratings Reports

Report Generated: Thursday, September 29, 2005 6:46:34 PM PDT

Report Descriptions

Describes each report contained within this report workbook. Use the hyperlinks provided to quickly navigate to a specific report.

Please note there may be a slight delay each time you open this report workbook as the data is refreshed in each report to enable filtering and drill down to details.

Report Number	Report	Description
	Report Descriptions	Describes each report contained within this workbook.
1	Overall Ratings Distribution	What is our overall ratings distribution and how closely does this match a bell curve distribution?
2	Division Average Ratings	How does each Division rank in overall rating ratings?
3	Division Ratings Distribution	What is the number and percentage of ratings submitted for each Division?
4	Department Average Ratings	How does each Department rank in overall rating ratings?
5	Department Ratings Distribution	What is the number and percentage of ratings submitted for each Department?
6	Location Average Ratings	How does each Location rank in overall rating ratings?
7	Location Ratings Distribution	What is the number and percentage of ratings submitted for each Location?
8	Manager's Team Average Ratings	How does each Manager's Team rank in overall rating ratings?
9	Manager's Team Ratings Distribution	What is the number and percentage of ratings submitted for each Manager's Team?
10	Form Average Ratings	What is the average rating for each Form relative to the minimum and maximum score?
	Overall Ratings Data	Displays the data used to create the above summary reports. Please do not delete this sheet.

Report Descriptions / 1) Overall Ratings Distribution / 2) Division Average Ratings / 3) Division Ratings Distr / 4) Department Average Ratings / 5) Dep

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Spreadsheet Report Example: Overall Ratings Report Actual Data

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Linda Itskovitz

Workforce Performance Management - Overall Ratings Reports

Report Generated: Thursday, September 29, 2005 6:46:34 PM PDT

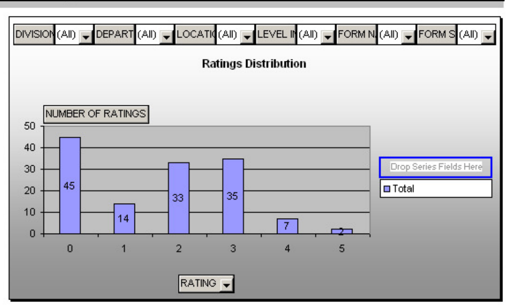
Overall Ratings Distribution

Displays and charts the current distribution of ratings overall.

Use the filters to change the report view. Double-click any numeric value to drill down to details.

DIVISION	(All)
DEPARTMENT	(All)
LOCATION	(All)
LEVEL IN ORG	(All)
FORM NAME	(All)
FORM STATUS	(All)

RATING	NUMBER OF RATINGS
0	45
1	14
2	33
3	35
4	7
5	2
Grand Total	136



Report Descriptions / 1) Overall Ratings Distribution / 2) Division Average Ratings / 3) Division Ratings Distr / 4) Department Average Ratings / 5) Dep

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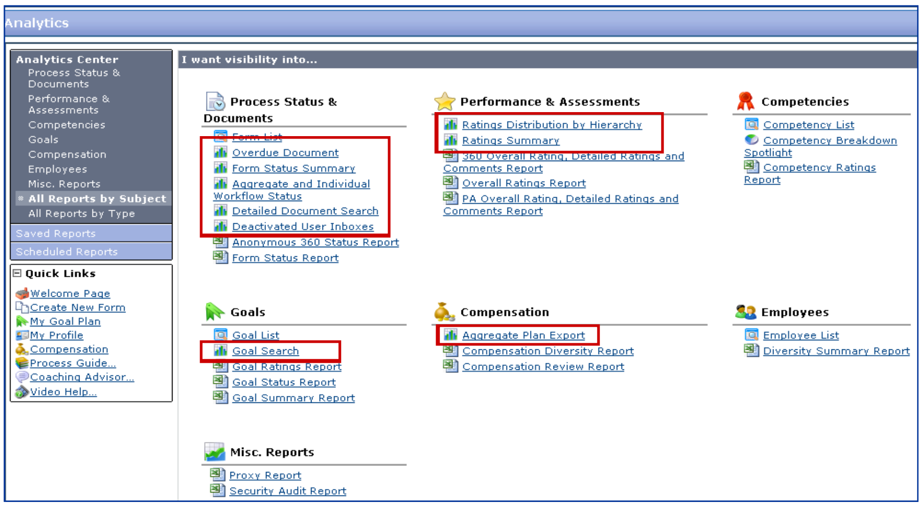
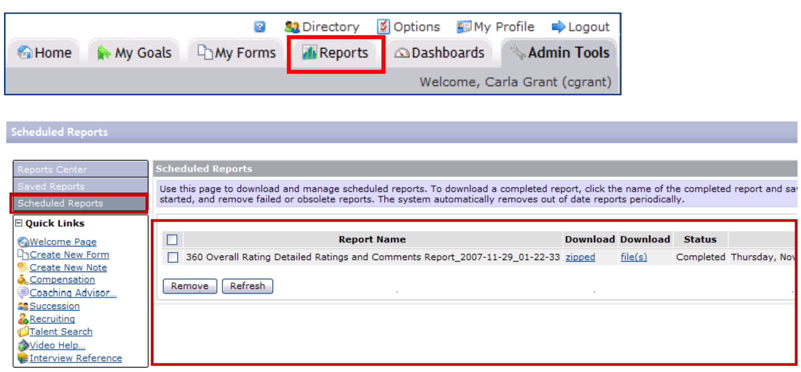
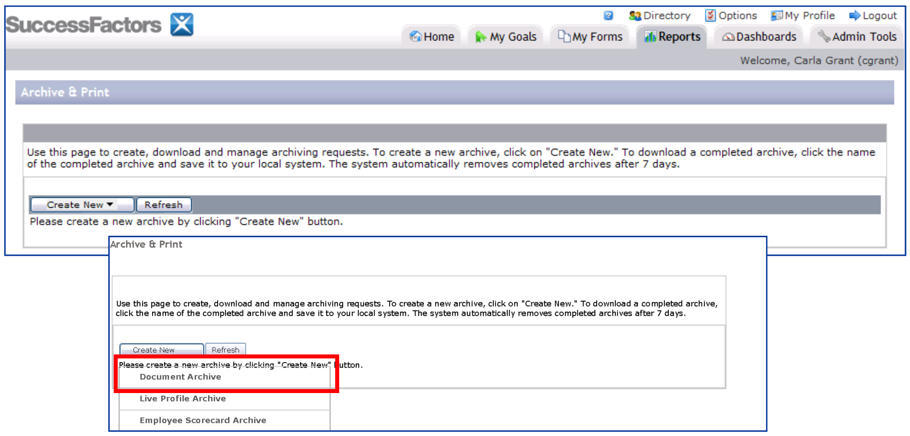
Classic Reports: Original Reporting



Batch Reports: Scheduled Reports (Classic and Spreadsheet)



Archive & Print



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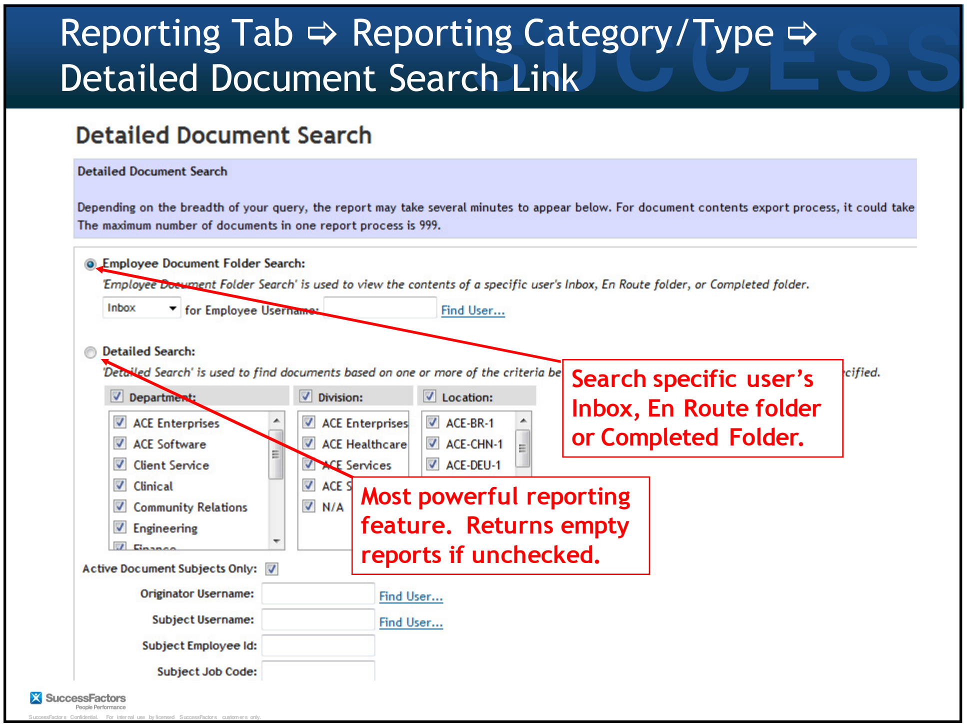
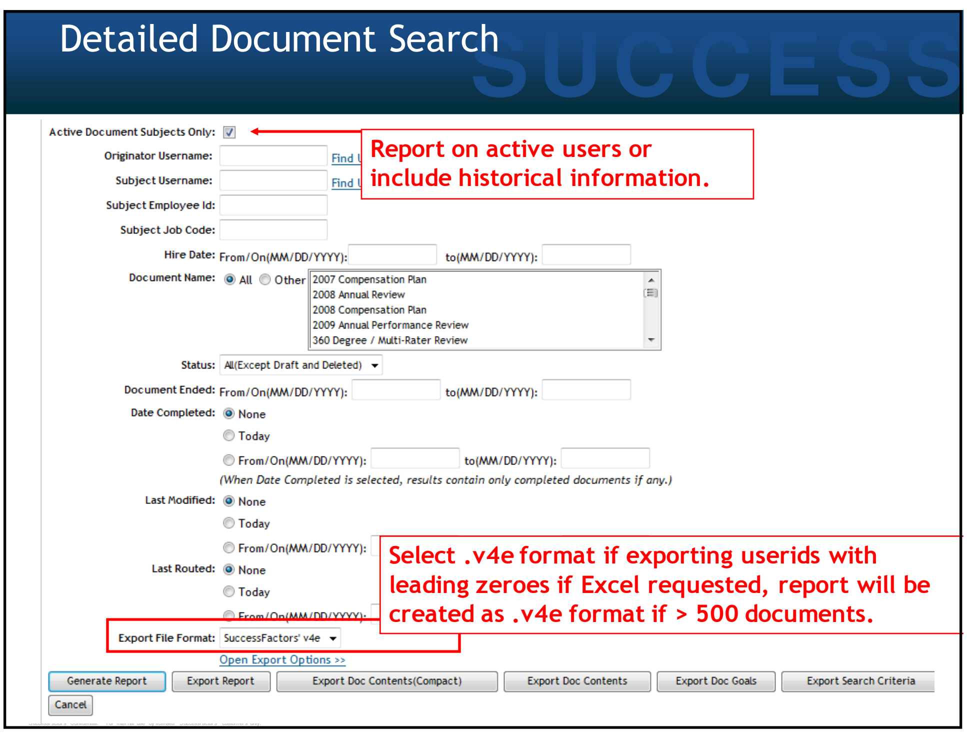
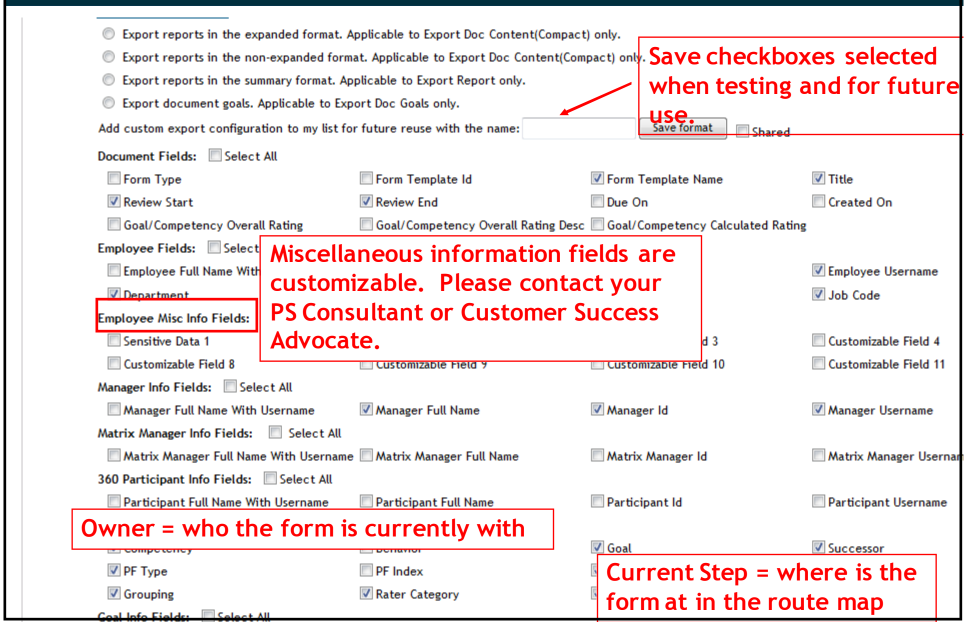
Detailed Document Search Classic Report Example

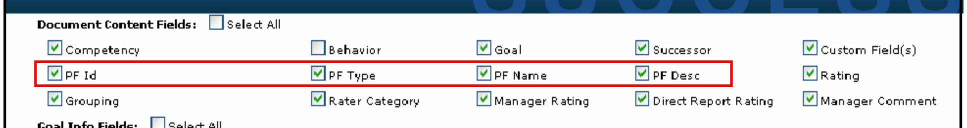

Reporting Tab ⇨ Reporting Category/Type ⇨
Detailed Document Search Link
Detailed Document Search
Detailed Document Search
Depending on the breadth of your query, the report may take several minutes to appear below. For document contents export process, it could take
The maximum number of documents in one report process is 999.
Employee Document Folder Search:
'Employee Document Folder Search' is used to view the contents of a specific user's Inbox, En Route folder, or Completed folder.
Inbox
for Employee Username:
Find User...
Detailed Search:
'Detailed Search' is used to find documents based on one or more of the criteria be
cified.
Department:
Division:
Location:
ACE Enterprises
ACE Software
Client Service
Clinical
Community Relations
Engineering
ACE Enterprises
ACE Healthcare
ACE Services
N/A
ACE-BR-1
ACE-CHN-1
ACE-DEU-1
Active Document Subjects Only:
Originator Username:
Find User...
Subject Username:
Find User...
Subject Employee Id:
Subject Job Code:
Search specific user's Inbox, En Route folder or Completed Folder.
Most powerful reporting feature. Returns empty reports if unchecked.
SuccessFactors


Detailed Document Search
Active Document Subjects Only:
Originator Username:
Subject Username:
Subject Employee Id:
Subject Job Code:
Report on active users or include historical information.
Hire Date: From/On(MM/DD/YYYY):
to(MM/DD/YYYY):
Document Name:
All
Other
2007 Compensation Plan
2008 Annual Review
2008 Compensation Plan
2009 Annual Performance Review
360 Degree / Multi-Rater Review
Status:
All(Except Draft and Deleted)
Document Ended: From/On(MM/DD/YYYY):
to(MM/DD/YYYY):
Date Completed:
None
Today
From/On(MM/DD/YYYY):
to(MM/DD/YYYY):
(When Date Completed is selected, results contain only completed documents if any.)
Last Modified:
None
Today
From/On(MM/DD/YYYY):
Last Routed:
None
Today
Select .v4e format if exporting userids with leading zeroes if Excel requested, report will be created as .v4e format if > 500 documents.
Export File Format:
SuccessFactors' v4e
Open Export Options >>
Generate Report
Export Report
Export Doc Contents(Compact)
Export Doc Contents
Export Doc Goals
Export Search Criteria
Cancel

Detailed Document Search: Export Options



Detailed Document Search: Performance Factors



PF = Performance factor

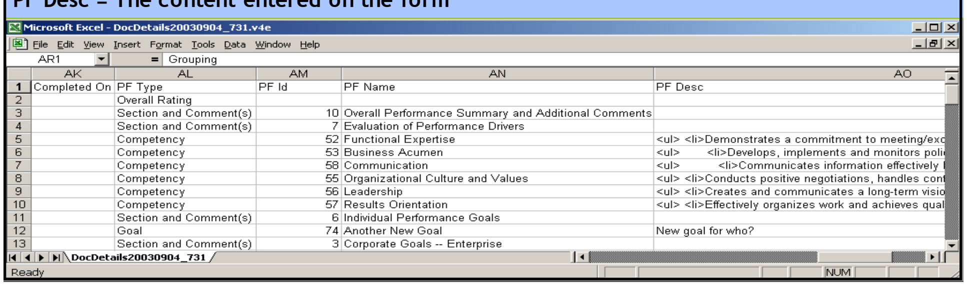
Generically refers to whatever document element (s) you are trying to report on, e.g. goals, competencies, behaviors, custom fields, section and comments, overall form rating, etc.

PF Id = The unique key that identifies the custom field

PF Type = Custom

PF Name = The label visible to user

PF Desc = The content entered on the form


Microsoft Excel - DocDetails20030904_731.v4e

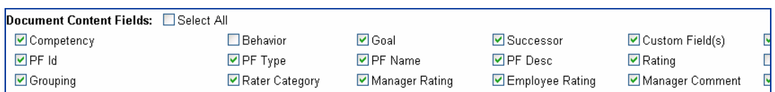
	AK	AL	AM	AN	AO
1	Completed On	PF Type	PF Id	PF Name	PF Desc
2		Overall Rating			
3		Section and Comment(s)	10	Overall Performance Summary and Additional Comments	
4		Section and Comment(s)	7	Evaluation of Performance Drivers	
5		Competency	52	Functional Expertise	Demonstrates a commitment to meeting/exc
6		Competency	53	Business Acumen	Develops, implements and monitors poli
7		Competency	58	Communication	Communicates information effectively
8		Competency	55	Organizational Culture and Values	Conducts positive negotiations, handles cont
9		Competency	56	Leadership	Creates and communicates a long-term visio
10		Competency	57	Results Orientation	Effectively organizes work and achieves qual
11		Section and Comment(s)	6	Individual Performance Goals	
12		Goal	74	Another New Goal	New goal for who?
13		Section and Comment(s)	3	Corporate Goals -- Enterprise	

Two New Checkboxes: Parent Id and Parent Name

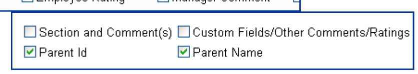
- Find out what section objectives or competencies belong to
- Find out what competency behaviors roll up to (rate by behaviors)

PF Type identified as…	Parent Id/Name reflects….
Competency	Section Id/Name
Behavior	Competency Id/Name
Goal	Section Id/Name
Successor	Section Id/Name
Custom Field(s)	Section Id/Name

Check the performance factor you want to report on …



… check PF Id, PF Type, PF Name, PF Desc



… and also check the box for Parent Id and Parent Name

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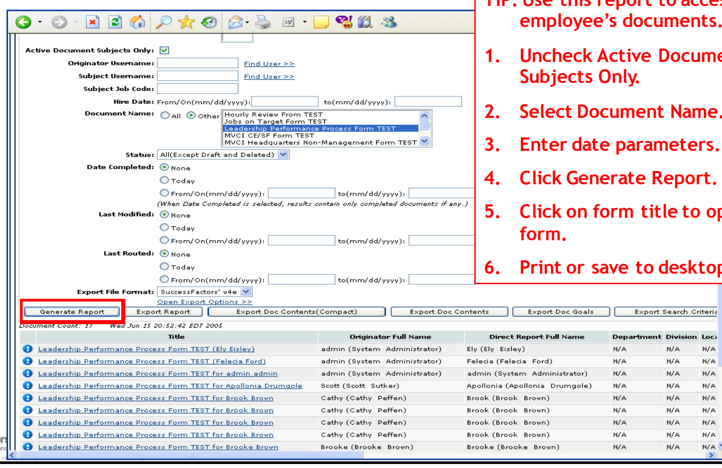
Detailed Document Search
Exporting Data and Reporting Options

Detailed Doc Search Page ⇨ Generate Report

- Displays results on screen
- Columns are predefined by the application
- Sorted by Title then Document ID

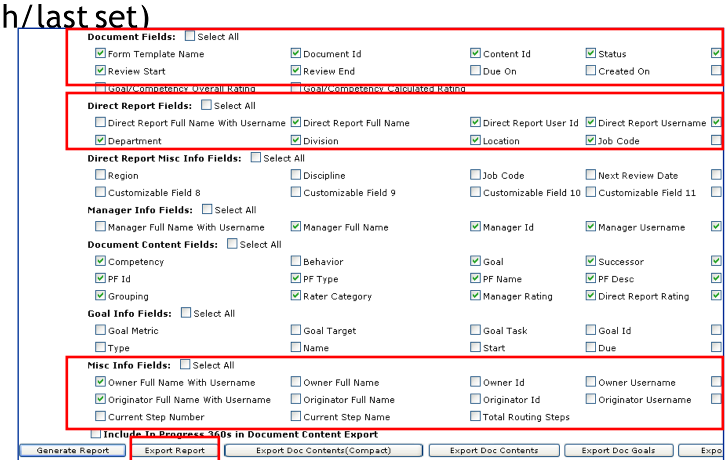


TIP: Use this report to access former employee's documents.

1. Uncheck Active Document Subjects Only.
2. Select Document Name.
3. Enter date parameters.
4. Click Generate Report.
5. Click on form title to open up form.
6. Print or save to desktop.

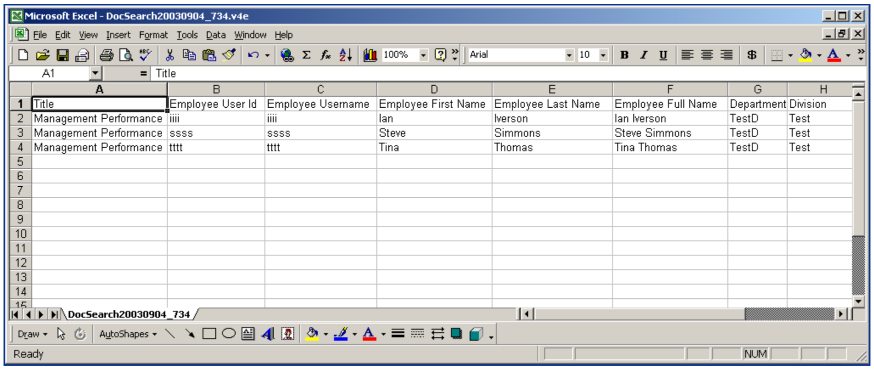
Detailed Document Search Page ⇨ Export Options ⇨ Export Report

- Use to export high level document information to a file
- Can only include checkboxes in "Document Fields" (1st set), "Employee Fields" (2nd set) and "Misc Info Fields" (7th/last set)



Sample View: Export Report

- File will contain one row per document



Title	Employee User Id	Employee Username	Employee First Name	Employee Last Name	Employee Full Name	Department	Division
Management Performance	iiii	iiii	Ian	Iverson	Ian Iverson	TestD	Test
Management Performance	ssss	ssss	Steve	Simmons	Steve Simmons	TestD	Test
Management Performance	tttt	tttt	Tina	Thomas	Tina Thomas	TestD	Test

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Detailed Doc Search Page ⇨ Export Options ⇨ Export Doc Contents

- Effective when used to export a limited amount of data
  - Example: Export data like Export Report + manager/job code/hire date
  - Example: Export custom fields into columns (instead of as separate rows)

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Sample View: Doc Contents Report (Long Format)

- File will contain one row per document

Microsoft Excel - DocDetails20030904_734.v4e

	A	B	C	D	E	F	G	H
1	Document	Content Id	Status	Title	Owner Full Name With Username	Employee User Id	Employee	Employ
2	170	437	Modify Stage	Management Performance Review (Ian Iverson)	David Drew (dddd)	iiii	iiii	Ian
3	171	441	Modify Stage	Management Performance Review (Steve Simmons)	Ian Iverson (iiii)	ssss	ssss	Steve
4	172	466	Completed	Management Performance Review (Tina Thomas)	Completed	tttt	tttt	Tina

Microsoft Excel - DocDetails20030904_734.v4e

	AM	AN	AO	AP	AQ	AR
1	Completed	Document Details				
2		Evaluation of Performance Drivers	Competency Name	Functional Expertise	Competency Desc	Demonstrates a commitment to meeting/excee
3		Evaluation of Performance Drivers	Competency Name	Functional Expertise	Competency Desc	Demonstrates a commitment to meeting/excee
4	8/19/2003	Evaluation of Performance Drivers	Competency Name	Functional Expertise	Competency Desc	Demonstrates a commitment to meeting/excee

*Data may not always be aligned as shown in the screenshot above; alignment varies with form content

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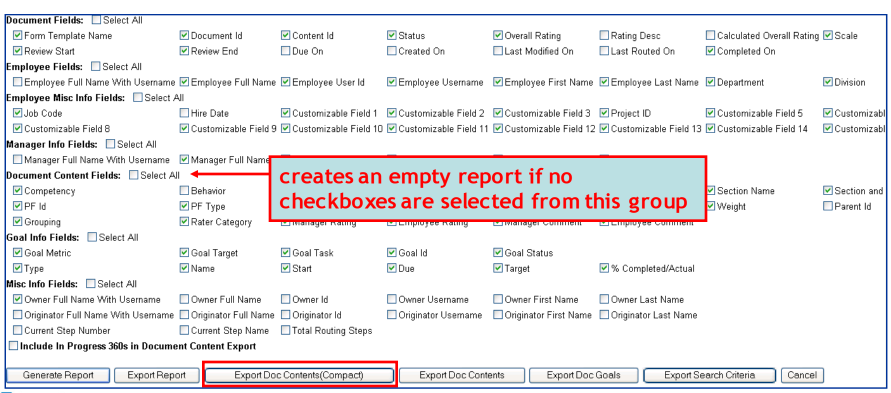
Detailed Document Search ⇨ Export Options ⇨ Export Doc Contents (Compact)

- Use to export the actual data entered into documents
- All checkboxes can be used for this report button option
- Most common detailed document search, ideal for pivot tables



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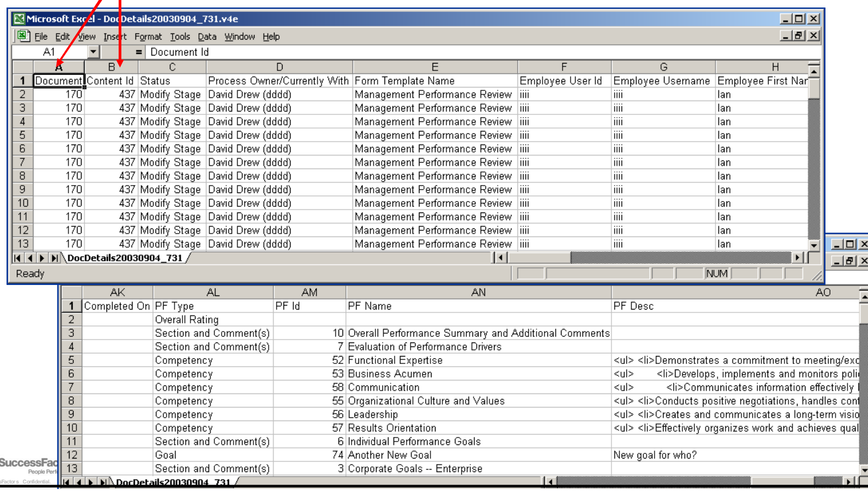
Sample View: Compact Report

- File will contain multiple rows per document

Use document id and content id to link document data split over multiple rows



Microsoft Excel - DocDetails20030904_731.v4e

	A	B	C	D	E	F	G	H
1	Document	Content Id	Status	Process Owner/Currently With	Form Template Name	Employee User Id	Employee Username	Employee First Nar
2	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
3	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
4	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
5	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
6	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
7	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
8	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
9	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
10	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
11	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
12	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian
13	170	437	Modify Stage	David Drew (dddd)	Management Performance Review	iiii	iiii	Ian

	AK	AL	AM	AN	AO
1	Completed On	PF Type	PF Id	PF Name	PF Desc
2		Overall Rating			
3		Section and Comment(s)	10	Overall Performance Summary and Additional Comments	
4		Section and Comment(s)	7	Evaluation of Performance Drivers	
5		Competency	52	Functional Expertise	Demonstrates a commitment to meeting/exc
6		Competency	53	Business Acumen	Develops, implements and monitors poli
7		Competency	58	Communication	Communicates information effectively
8		Competency	55	Organizational Culture and Values	Conducts positive negotiations, handles conf
9		Competency	56	Leadership	Creates and communicates a long-term visio
10		Competency	57	Results Orientation	Effectively organizes work and achieves qual
11		Section and Comment(s)	6	Individual Performance Goals	
12		Goal	74	Another New Goal	New goal for who?
13		Section and Comment(s)	3	Corporate Goals -- Enterprise	

Detailed Document Search ⇨ Export Options ⇨ Export Doc Goals

- Extracts document goals only (not goals that exist on plan only)
- Limited set of goal fields
- Used primarily for Basic Objective Management

You may be wondering…

What if I need a *custom* report?

Challenge

You've defined your business strategy and one thing is clear – you need to communicate relevant metrics to your organization in a unique reporting format.

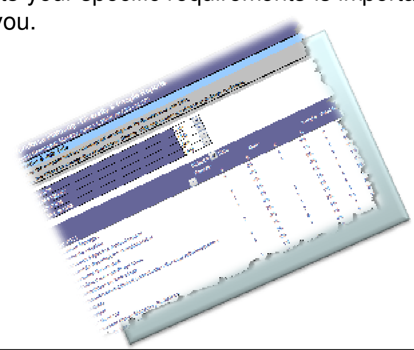
- *How can I extract additional insights from SuccessFactors in a new format that isn't currently available as a standard report?*
- *How can I combine several separate reports into a condensed, clear report when I don't have the technical resources within my organization to create custom reports?*
- *Since we are used to viewing our performance and talent data in a specific format, how can SuccessFactors help me re-create this similar report that I can leverage for executive discussions?*

Your Solution…

SuccessFactors Premium Reporting & Analytics

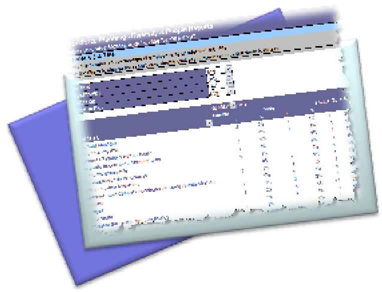
"What gets measured, matters!"

We believe this saying is absolutely on target and reflects an understanding of the importance of reporting quantitative measures about Human Capital Performance. Getting such measures into a format meets your specific requirements is important and SuccessFactors is eager to support you.



How it Works…

Custom Reporting & Analytics



Flexibility:

- Familiar data format
- Flexible deployment options
- Partnership with an HCM expert
- Specified to YOUR requirements!

Value:

- Drive accountability across the organization (Executives, HR, Managers)
- Quicker acceptance and adoption
- Additional insights from SuccessFactors usage
- Successful transition enabling long-term success
- Increasing dialogue with Senior Executives

"Measuring what Matters Most to YOUR Organization"

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Premium Reporting & Analytics

For Additional Information

- Email BTS@successfactors.com
- Call your Sales Manager
- Call Jessica Kane in Business Transformation Services at 704.660.5320 or email at jkane@successfactors.com

"Measuring what Matters Most to YOUR Organization"

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Summary

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Summary

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- Dashboard
- 3 Types of Dashboards
  - Summary
  - Performance
  - Objective Management
- List Views are the details behind the charts
  - Include configurable display options, can be saved for quick reference and are easily exported

- Reports
- 4 Types of Reports
  - List Views
  - Classic Reports
  - Spreadsheet Reports
  - Spotlight Views
- Detailed Doc Search

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OneVoice

ONEVOICE
SuccessFactors

Welcome,

OneVoice is SuccessFactors' brand new Customer Advisory Board program. It was created to make sure all customers can have a voice in product direction and get all the information you need to make smart decisions about how best to use SuccessFactors products within your company. Each SuccessFactors product module has its own OneVoice group, each of which is moderated by one of our product managers. Monthly virtual meetings for each group cover what to expect in the next 90 days with that product, as well as providing a forum for discussing ongoing issues, concerns, and the overall product vision. Join one group. Join five. We want to hear from you. And we want to make sure you know what to expect from the products you've come to rely on - now and into the future.

Upcoming Meetings:

Performance Management	July 10th, 11am PDT
Compensation Management	July 15th, 11am PDT
Employee Profile	July 17th, 8am PDT
Succession Management	July 22nd, 8am PDT
Learning & Development	July 24th, 11am PDT
Analytics & Reporting	July 29th, 8am PDT

http://community.successfactors.com/onevoice

SuccessFactors People Performance

Questions?

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Thank you!

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